



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

11/2/03 AF  
Walden  
#10  
3600

IMB Docket No: 1001-0627

NCR Docket No: 8598

Application of: **Parker et al.**

Group Art Unit: 3629

Serial No.: 09/735,835

Examiner: **Igor N. Borissov**

**RECEIVED**  
NOV 20 2003  
**GROUP 3600**

Filed: **December 13, 2000**

Title: **Interaction-Based Servicing of Business Customers**

I hereby certify that this correspondence is being deposited with the United States Postal Service with sufficient postage as first class mail in an envelope addressed to Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450 on November 12, 2003

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**NOTICE OF APPEAL FROM THE PRIMARY EXAMINER TO THE  
BOARD OF PATENT APPEALS AND INTERFERENCES**

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Commissioner for Patents

P.O. Box 1450

Alexandria, VA 22313-1450

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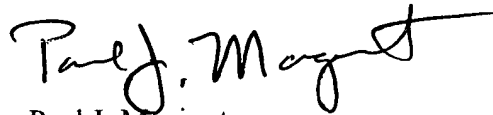
Sir:

Applicant hereby appeals to the Board of Patent Appeals and Interferences from the decision set forth in the Official Action mailed October 7, 2003, in which the Examiner finally rejected claims 1-5, 7-13 and 15-20.

A check for \$330.00 is enclosed for the filing fee of a Notice of Appeal as required by 37 CFR § 1.17(b). Also, please provide any extension of time which may be necessary and charge any fees which may be due to Deposit Account No. 13-0014, but not to include any payment of issue fees.

Respectfully submitted,

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November 12, 2003  
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